

DAFTAR PUSTAKA

- Amin, M., Rezaei, S., Abolghasemi, M. (2014). User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust. *Nankai Business Review International*, 5, 258-274. Doi: 10.1108/NBRI-01-2014-0005
- Anton, C., Camarero, C., Rodriguez, J. (2013). Usefulness, enjoyment, and self-image congruence: The adoption of e-book readers. *Psychology and Marketing*, 30, 372-384. Doi: 10.1002/mar
- Balog, A., Pribeanu, C. (2010). The role of perceived enjoyment in the students' acceptance of an augmented reality teaching platform: A structural equation modelling approach. *Journal Studies in Informatics and Control*, 19, 319-330. Doi: 10.24846/v19i3y201011
- Behjati, S., Nahich, M., Othaman, SN. (2012). Interrelation between e-service quality and e-satisfaction and loyalty. *European Journal of Business and Management*, 4, 75-85. Diakses dari www.iiste.org
- Cabanillas, FL., Leiva, ML., Guardia, FR. (2013). The determinants of satisfaction with e-banking. *Industrial Management & Data Systems*, 113, 750-767. Doi: 10.1108/02635571311324188
- Cheema, U., Rizwan, M., Jajal, R., Durrani, F., Sohail, N. (2013). The trend of online shopping in 21st century: Impact of enjoyment in tam model. *Asian Journal of Empirical Research*, 3, 131-141. Diakses dari <http://aessweb.com/journal-detail.php?id=5004>
- Chellappa, RK., Pavlou, PA. (2002). Perceived information security, financial liability and consumer trust in electronic commerce transactions. *Logistics Information Management*, 15, 358-368. Doi: 10.1108/09576050210447046
- Chih, M., Wang, H. (2012). Determinants and consequences of consumer satisfaction with self-service technology in a retail setting. *Managing Service Quality: An International Journal*, 22, 128-144. Doi: 10.1108/09604521211218945
- Cho, CH., Hyun, JH. (2016). What e-SERVPERF in recruiting websites does affect users' perceived value, satisfaction, and revisit intention in Korea?. *Total Quality Management*, 27, 818-835. Doi: 10.1080/14783363.2016.1188658
- Chinomona, R., Masinge, G., Sandada, M. (2014). The influence of e-service quality on customer perceived value, customer satisfaction and loyalty in South Africa. *Mediterranean Journal of Social Sciences*, 5, 331-341. Doi: 10.5901/mjss.2014.v5n9p331
- Chu, CW., Lu, HP. (2007). Factors influencing online music purchase intention in Taiwan An empirical study based on the value-intention framework. *Internet Research*, 17, 139-155. Doi: 10.1108/10662240710737004
- Cui, F., Lin, D., Huang, Y. (2015). The impact of perceived security on consumer e-loyalty. IEEE First International Conference on Big Data Computing Service and Applications, 314-322. Doi: 10.1109/BigDataService.2015.41
- Daneji, AA., Ayub, AF., Khambari, MN. (2019). The effects of perceived usefulness, confirmation and satisfaction on continuance intention in using massive open

- online course (MOOC). *Knowledge Management & E-Learning*, 11, 201-214. Doi: 10.34105/j.kmel.2019.11.010
- Davis, F. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*, 13, 319-340. Diakses dari <http://www.jstor.org/stable/249008?origin=JSTOR-pdf>
- Eid, Mustafa I. (2011). Determinants of e-commerce customer satisfaction, trust, and loyalty in Saudi Arabia. *Journal of Electronic Commerce Research*, 12, 78-93
- Fu, Xuemei., Juan, Zhicai (2017). Understanding public transit use behavior: integration of the theory of planned behavior and the customer satisfaction theory. *Transportation*, 44, 1021-1042. Doi: 10.1007/s11116-016-9692-8
- Garcia, NP., Saura, IG. (2018). E- loyalty formation: A cross - cultural comparison of Spain and Colombia. *Journal of Electronic Commerce Research*, 19, 336-356
- Ghozali, Imam. (2006). Aplikasi Analisis Multivariate dengan Program SPSS. Semarang: Badan Penerbit Universitas Diponegoro.
- Goode, S., Lin, C., Tsai, JC., Jiang, JJ. (2015). Rethinking the role of security in client satisfaction with Software-as-a-Service (SaaS) providers. *Decision Support Systems*, 70, 73-85. Doi: 10.1016/j.dss.2014.12.005
- Haba, Herman., Hassan, Z., Dastane, O. (2017). Factors leading to consumer perceived value of smartphones and its impact on purchase intention. *Global Business and Management Research: An International Journal*. 9. 42-71. Diakses dari <https://ssrn.com/abstract=2927585>
- Hartono, E., Holsapple, CW., Kim, KY., Na, KS., Simpson, JT. (2014). Measuring perceived security in b2c electronic commerce website usage: A respecification and validation. *Decision Support Systems*, 2-37. Doi: 10.1016/j.dss.2014.02.006
- Hellier, P. K., Geursen, G. M., Carr, R. A., Rickard, J. A. (2003). Customer repurchase intention. *European Journal of Marketing*, 37, 1762-1800. Doi: 10.1108/03090560310495456
- Howe N and Strauss W. (2000). Millennials Rising: The Next Generation. New York : Vintage Books.
- Jahangir, N., Begum, N. (2008). The role of perceived usefulness, perceived ease of use, security and privacy, and customer attitude to engender customer adaptation in the context of electronic banking. *African Journal of Business Management*, 2, 032-040. Diakses dari <http://www.academicjournals.org/AJBM>
- Joo, YJ., Park, S., Shin, EK. (2017). Students' expectation, satisfaction, and continuance intention to use digital textbooks. *Computers in Human Behavior*, 69, 83-90. Doi: 10.1016/j.chb.2016.12.025
- Kakar, Adarsh Kumar. (2017). How do perceived enjoyment and perceived usefulness of a software product interact over time to impact technology acceptance?. *Interacting With Computers*, 29, 467-480. Doi: 10.1093/iwc/iwx006

- Kalinic, Veljko Marinkovic Zoran. (2017). Antecedents of customer satisfaction in mobile commerce: exploring the moderating effect of customization. *Online Information Review*, 41. Doi: 10.1108/OIR-11-2015-0364
- Kang, Y. S., & Lee, H. (2010). Understanding the role of an IT artifact in online service continuance: An extended perspective of user satisfaction. *Computers in Human Behavior*, 26, 353–364. Doi:10.1016/j.chb.2009.11.006
- Kim, MJ., Chung, N., Lee, CK. (2011). The effect of perceived trust on electronic commerce: Shopping online for tourism products and services in South Korea. *Tourism Management*, 32, 256-265. Doi: 10.1016/j.tourman.2010.01.011
- Lai, YH. (2015). Enhance Online Purchase Intentions: The Role of Perceived Value, Trust, and Commitment. *Journal of Tourism and Hospitality Management*, 3, 89-99. Doi: 10.15640/jthm.v3n2a6
- Lai, W., Chen, C. (2010). Behavioral intentions of public transit passengers-the roles of service quality, perceived value, satisfaction and involvement. *Journal Transport Policy*, 18, 318-325. Doi: 10.1016/j.tranpol.2010.09.003
- Lemeshow, Stanley. (1997). Besar Sampel Dalam Penelitian Kesehatan. Yogyakarta : Universitas Gajah Mada
- Li, Yuping. (2016). Empirical study of influential factors of online customers' repurchase intention. *iBusiness*, 8, 48-60. Doi: 10.4236/ib.2016.83006
- Liu, F., Zhao, X., Chau, P., Tang, Q. (2015). Roles of perceived value and individual differences in the acceptance of mobile coupon applications. *Journal Internet Research*, 3, 471-495. Doi: 10.1108/IntR-02-2014-0053
- Mandal, CP., Bhattacharya, S. (2013). Customer satisfaction in Indian retail banking: A grounded theory approach. *The Qualitative Report*, 18, 1-21. Diakses dari: www.nova.edu/ssss/QR/QR18/mandal56.pdf
- Matzler, Kurt., Sauerwein. (2002). The factor structure of customer satisfaction: An empirical test of the importance grid and the penalty-reward-contrast analysis. *International Journal of Service Industry Management*, 13, 314-332. Doi: 10.1108/09564230210445078
- Pizam, A., Shapoval, V., Ellis, T. (2016). Customer satisfaction and its measurement in hospitality enterprises: a revisit and update. *International Journal of Contemporary Hospitality Management*, 28, 1-34. Doi: 10.1108/IJCHM-04-2015-0167
- Ramayah, T. (2006). Course website usage: Does prior experience matter?. *Information Science & Application*, 3, 299-306.
- Revels, J., Tojib, D., Tsarenko, Y. (2010). Understanding consumer intention to use mobile services. *Australasian Marketing Journal*, 18, 74-80. Doi: 10.1016/j.ausmj.2010.02.002
- Roudposhti, VM., Nilashi, M., Mardani, A., Streimikiene, D., Samad, S., Ibrahim, O. (2018). A new model for customer purchase intention in ecommerce recommendation agents. *Journal of International Studies*, 11(4), 237-253. Doi:10.14254/2071-8330.2018/11-4/17

- Saleem, Z., Rashid, K. (2011). Relationship between customer satisfaction and mobile banking adoption in Pakistan. *International Journal of Trade, Economics and Finance*, 2, 537-544.
- Sanchez, J., Callarisa, L., Rodriguez, R., Moliner, M. (2006). Perceived value of the purchase of a tourism product. *Journal Tourism Management*, 27, 394-409. Doi: 10.1016/j.tourman.2004.11.007
- Shun, C., Yunjie, X. (2006). Effects of outcome, process and shopping enjoyment on online consumer behaviour. *Electronic Commerce Research and Applications*, 5, 272-281. Doi: 10.1016/j.elerap.2006.04.004
- Snoj, Boris., Korda, AP., Mumel, D. (2004). The relationships among perceived quality, perceived risk and perceived product value. *Journal of Product & Brand Management*, 13, 156-167. Doi: 10.1108/10610420410538050
- Sugiyono. (2009). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R & D. Bandung : Alfabeta
- Suki, Norazah M., Suki, Norbayah M. (2019). Acquiring travel-related information from mobile social networking services: What factors predict social networking services users' perceived value and trust in Malaysia?. *Journal Of Marketing Communications*, 1-19. Doi: 10.1080/13527266.2019.1569088
- Suliyanto. (2011). Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS. CV. Andi Offset.
- Sun, H., & Zhang, P. (2006). Causal relationships between perceived enjoyment and perceived ease of use: An alternative approach. *Journal of the Association for Information Systems*, 7, 618-645. Diakses dari <http://aisel.aisnet.org/jais/vol7/iss1/24>
- Sun, Y., Liu, L., Peng, X., Dong, Y., Barnes, SJ. (2013). Understanding Chinese users' continuance intention toward online social networks: an integrative theoretical model. *Electron Market*. Doi: 10.1007/s12525-013-0131-9
- Swanepoel, C., Lye, A., & Rugimbana, R. (2009). Virally inspired: A review of the theory of viral stealth marketing. *Australasian Marketing Journal*, 17, 9-15. Doi: 10.1016/j.ausmj.2009.01.005
- Sweeney, JC., Soutar, GN. (2001). Consumer perceived value: The development of a multiple item scale. *Journal of Retailing*, 77, 203-220. Doi: 10.1016/S0022-4359(01)00041-0
- Teo, T., Noyes, J. (2011). An assessment of the influence of perceived enjoyment and attitude on the intention to use technology among pre-service teachers: A structural equation modeling approach. *Computers & Education*, 57, 1645-1653. Doi: 10.1016/j.compedu.2011.03.002
- Thielemann, V.M., Ottenbacher, M.C., Harrington, R.J. (2018). Antecedents and consequences of perceived customer value in the restaurant industry A preliminary test of a holistic model. *International Hospitality Review*, 32, 26-45. Doi: 10.1108/IHR-06-2018-000

- Thomson, E. S., & Laing, A. W. (2003). The net generation: Children and young people, the internet and online shopping. *Journal of Marketing Management*, 19, 491-512. Doi: 10.1080/0267257X.2003.9728221
- Tjiptono, F. (2014). Pemasaran Jasa – Prinsip, Penerapan, dan Penelitian (Edisi Pertama). Penerbit Andi.Yogyakarta
- Wang, Changlin. (2014). Antecedents and consequences of perceived value in Mobile Government continuance use: An empirical research in China. *Journal Computers in Human Behavior*, 34, 140-147. Doi: 10.1016/j.chb.2014.01.034
- Xu, Hongjiang. (2013). The effect of perceived security on consumers' intent to use: Satisfaction and loyalty to m-commerce in China. *Journal of Electronic Commerce in Organizations*, 11, 37-51. Doi: 10.4018/jeco.2013100103
- Zeithaml, V.A., Bitner, M.J. (2002). Service Marketing. New York: McGraw Hill, International Edition
- Zhou, T. (2011). Understanding mobile Internet continuance usage from the perspectives of UTAUT and flow. *Information Development*, 27, 207-218. Doi: 10.1177/0266666911414596

